



Control Number: 50664



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ALBURY MANOR UTILITY COMPANY

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March 30, 2020

Chairman DeAnn T. Walker
Commissioner Arthur C. D'Andrea
Commissioner Shelly Botkin
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project No. 50664, Issue Related to the State of Disaster for Coronavirus Disease 2019

In response to the Public Utility Commission of Texas' (Commission) request for interested parties to inform the Commission of initiatives related to COVID-19 under Project no. 50664, I am informing you the measures Albury Manor Utility Company, Inc. (AMUC) has taken thus far.

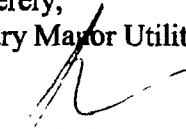
AMUC is actively monitoring and evaluating the latest news and impacts of the COVID pandemic.

For the time being, our office will continue to operate as normal and follow CDC's recommendations; we have eliminated walk-in traffic from the public in our business office. Our customers can still call the office with questions or concerns, and for emergencies or service related issues they can continue to call our operating services provider, Hays Utility Service-North at 281-353-9809. Payments can be made by mail.

AMUC also recognizes the economic impact the virus may have on customers. Therefore, we have temporarily suspended disconnects for non-payment and will work with these customers.

Please don't hesitate to contact me should you have any questions.

Sincerely,
Albury Manor Utility Company, Inc.


J. Kenneth Streeter
General Manager

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